

Connect2Doorman™

Installation & Configuration Manual

<http://www.Connect2Doorman.com>

Alpha Communications® and Alpha Media®, Inc.
<http://www.AlphaCommunications.com>
<http://www.AlphaMedia.com>



42 Central Drive
Farmingdale, NY 11735-1202
Phone: 631-777-5500 Fax: 631-777-5599
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Table of Contents

Chapter 1 - Introduction	4
❖ How Connect2Doorman™ Works	4
❖ Requirements	6
❖ Building Hardware Installation	7
❖ Building Network Setup	8
❖ Call Center Operator Software Installation	8
Chapter 2 - Operator Software	11
❖ Login	11
❖ Automatic Updates	12
❖ System Tray Icon	12
❖ Call Request	13
❖ Control Buttons	15
❖ Operator Script	16
❖ Switching Call to Other Locations	16
❖ Resident Information	16
❖ Resident Calling	17
❖ Resident Package Receiving	18
❖ Resident Notes	18
❖ Approved Visitors	18
❖ Multiple Call Tabs	18
❖ Audio Settings	19
❖ Operator to Operator Calling	20
❖ QwikCams	21
Chapter 3 - Settings	23
❖ Operator Settings	23
❖ Change Operator Password	23
❖ Admin Settings	24
Chapter 4 - Appendices	26
❖ Appendix A - Port Forwarding for Video IP box	26

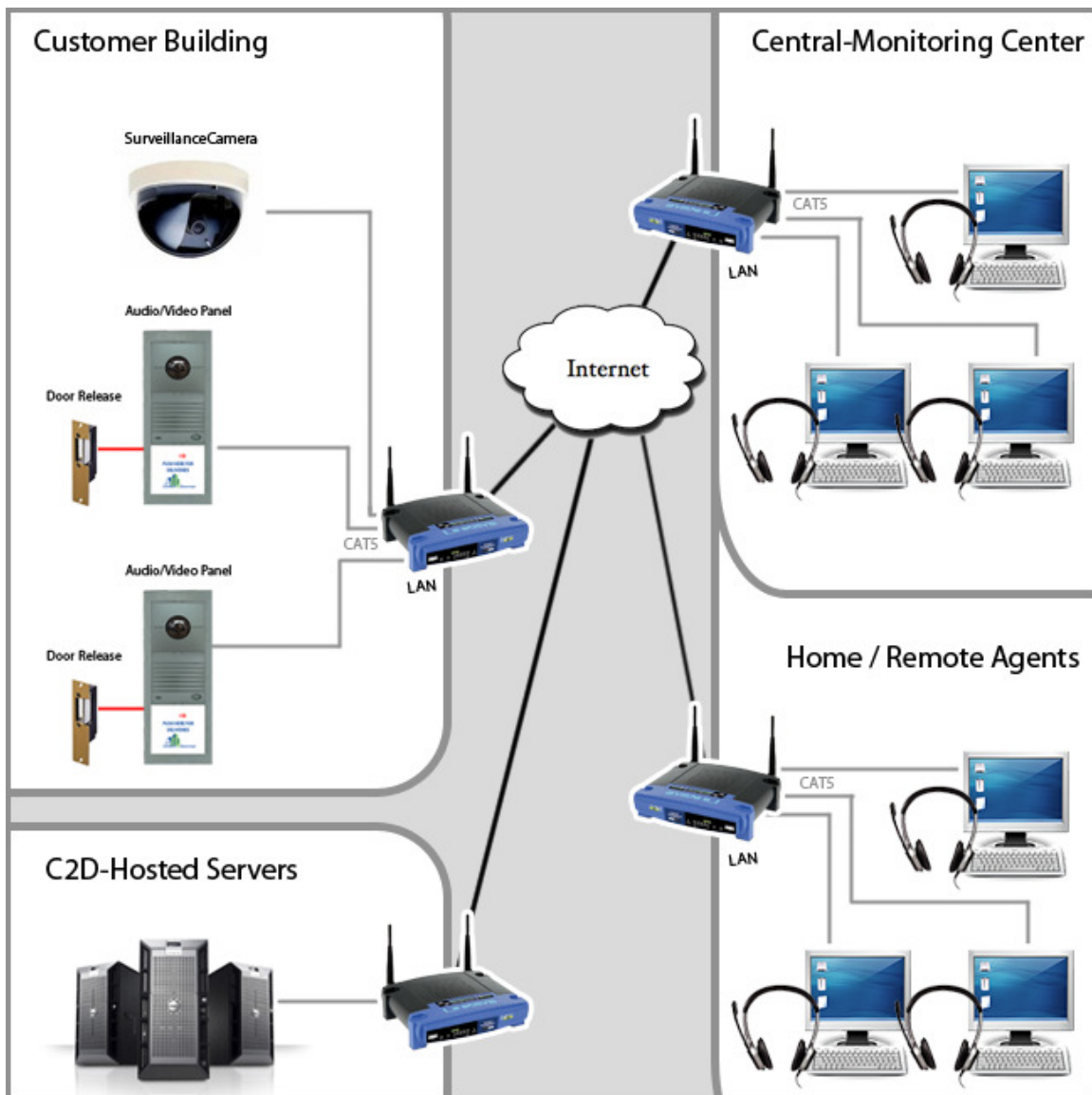
Chapter 1 - Introduction

Connect2Doorman™ is a remote doorman service that allows residents of a non-dorman building to receive deliveries while they are not home, be alerted of guests they missed, and have all their visitors professionally greeted by trained individuals in a call center.

This manual can be used by a number of different types of individuals (Installers, Call Center Managers, Operators, IT and networking people). The following chapters will explain to an installer how to setup the building entry hardware needed to use Connect2Doorman™. It will explain the required networking setup and how to install and configure the Connect2Doorman™ software on computers in a call center. It will also explain how to use the Connect2Doorman™ software. This applies to a manager teaching an operator how to use the software, or if an operator themselves wants to learn how to do something in Connect2Doorman™.

❖ How Connect2Doorman™ Works

Connect2Doorman™ uses hardware located at a building entry to provide both live audio over VoIP and video communication. The hardware at the building must be connected to a fulltime internet connection. The internet connection provides the ability for the remote call center to speak with building visitors and watch cameras at a building for both security and visitor verification. All the communication at the call center is provided through the Connect2Doorman™ software. There is no software that needs to be installed at the building or its entries. Also, there is no hardware that needs to be installed at the call center. All you need is a USB headset and the call center operators will be able to control everything in Connect2Doorman™ directly from their Windows™ based computers.



The basic functionality of Connect2Doorman™ is activated when a building visitor presses a button located at the entry. That will trigger the software to pop-up a call request video display on any operators connected to that building. The first operator to accept the call request will then have full audio communication with that location and that call request will be cleared from the rest of the operator's computer screens.

Once an operator has communication with a visitor they can see all the cameras connected at that location. They can speak with any other audio devices setup at that location. They can also trigger door releases to allow visitors into the building and into other specific locations (for example, a package delivery room).

There are no phone lines that need to be installed at any locations. All of the audio is done through VoIP (Voice over Internet Protocol). An operator can even call directly to a

resident's phone through the Connect2Doorman™ software on the same VoIP connection. All of this audio and video communication is controlled and maintained by the Connect2Doorman™ central servers. Since everything is done over the internet, an operator does not have to be physically located in a call center. The operators can work from anywhere they have a good internet connection.

The following chapters will go into detail about all of these features and options in Connect2Doorman™.

❖ Requirements

Requirements needed to use Connect2Doorman™ other than the software and hardware that will be provided to you by Alpha Communications®.

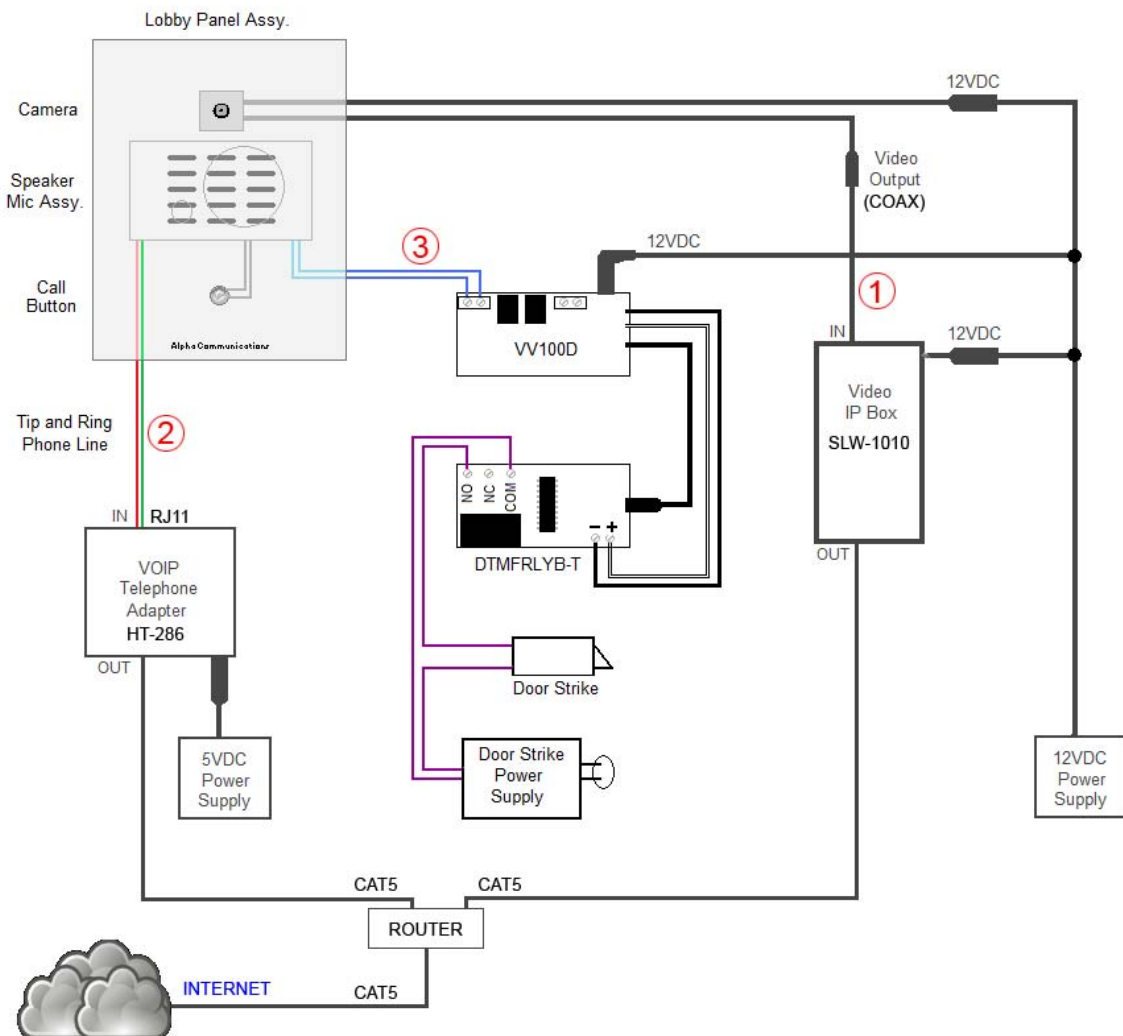
At Call Center:

- A fulltime internet connection with at least a T1, Ethernet, or cable line with upload and download speeds of 1.5Mbps or better.
- Operators must have a Windows™ compatible PC.
- Operating system must be Windows™ XP, Vista or Windows™ 7.
- The operator's computer must have a USB headset connected to it for audio communication (available from Alpha Communications®).
- Microsoft Windows™ .Net Framework v3.5 or later. This is a free installation and if it is not already installed on the PC it can either be downloaded from the Microsoft website or the Connect2Doorman™ website.

At Building:

- A fulltime internet connection with at least a T1, Ethernet, or cable line with upload and download speeds of 1.5Mbps or better.
- Networking equipment to provide the internet connection to any locations you would like to have audio and/or video.
- Additional security cameras and proper wiring that may be used with Connect2Doorman™.

❖ Building Hardware Installation



The Connect2Doorman™ lobby panel has three connections coming off of it for Video, Audio and Door Release.

- 1) The video output from the camera at the entry connects to the Video IP box.
- 2) The audio from the panel connects over a standard phone line RJ11 connector to the VoIP box.
- 3) To control a door release from the entry the panel connects to a VV100D that will connect to a relay board to trigger the door release.

Both the Video IP box and VoIP Telephone Adapter need to be connected to the local network in the building.

Any number of entries needed can be setup this way on the same local network. Plus, if you would like, a location can just have audio or video. For example, you may have some security cameras throughout the building that you would like to use with Connect2Doorman™. Each camera would have its own Video IP box.

❖ Building Network Setup

The entries can all share the same internet connection or if needed you can use different internet connections for separate entries if they are a long distance from each other. It does not make a difference, just as long as each entry is connected to the internet somehow.

Both the Video IP box and VoIP box use DHCP to receive their local IP Addresses from the router setup on the local network. This is the default configuration for these devices but they can be configured to use static IP addresses on the local network if needed.

The VoIP boxes will be preconfigured for you to connect to the Connect2Doorman™ servers as soon as both power and an internet connection are applied to them. For the Video IP box you will need to setup port forwarding in the router connection to make them accessible from the internet to use with Connect2Doorman™. Each Video IP box will have its own specific port number pre configured on it. In your router setting and the port forwarding/firewall settings you will need to specify the local IP address and port number for each Video IP box. Please see Appendix A for further details on port forwarding.

❖ Call Center Operator Software Installation

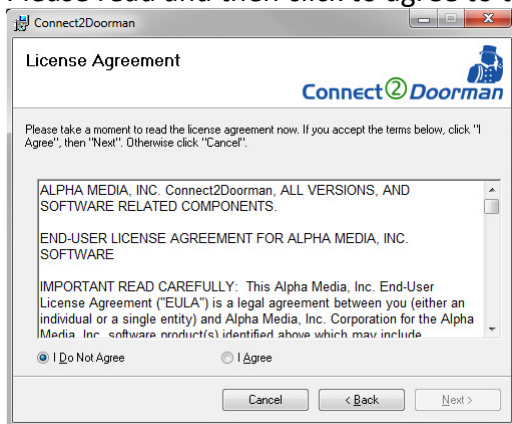
On each Windows™ based PC that you would like to setup to be able to accept calls with Connect2Doorman™ you will need to run a simple software installation. The installation file will be provided to you by Alpha Communications® or you can download it at anytime from the Connect2Doorman™ website at <http://www.Connect2Doorman.com>.

NOTE: Connect2Doorman™ is a 32bit application but will run perfectly normal on any Windows™ based 64bit machines.

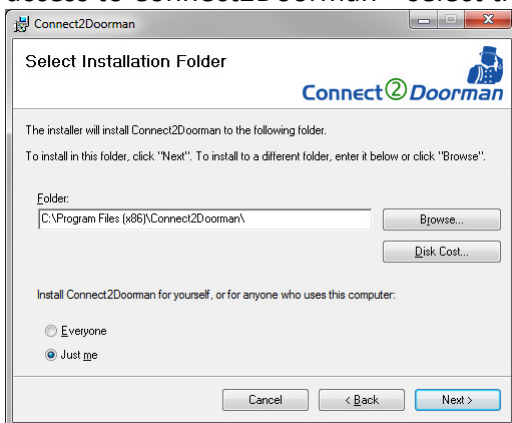
Once the installation file is Run you will see an installation wizard screen open up to guide you through the installation process. Click Next to Continue.



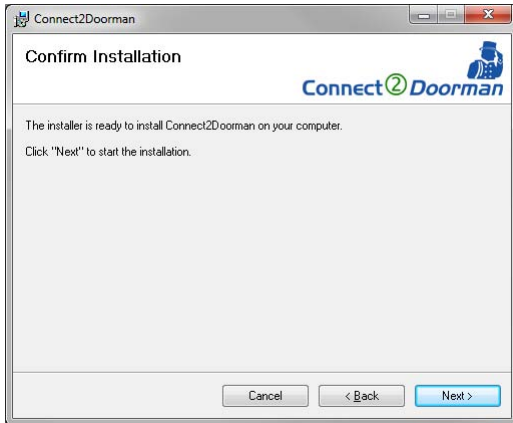
Please read and then click to agree to the License Agreement and then Click Next.



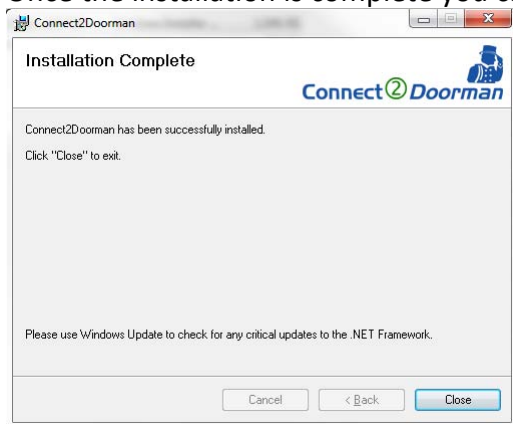
The folder that the Connect2Doorman™ software will be installed in will be shown. This does not need to be changed unless you would like it in a different location. If you have multiple Windows™ logins on this machine and you would like for all the users to have access to Connect2Doorman™ select the "Everyone" option. Then click Next.



Click Next to begin installing the files needed for Connect2Doorman™.



Once the installation is complete you can click to Close the installation wizard.



You will now see a Connect2Doorman™ icon on your desktop. You can double click on that icon to startup Connect2Doorman™.



Chapter 2 - Operator Software

❖ Login

The first time you startup Connect2Doorman™ you will see the login screen.



In the login screen enter in the Operator Name and Password that has been provided to you either by your installer or Alpha Communications®.

You will be give the following three options:

- 1) Save Password - allows you to quickly login without typing your password again next time. This is only recommended for an environment where security is not an issue.
- 2) Auto Log In when Connect2Doorman™ starts - when this option is checked the next time you startup Connect2Doorman™ you will not see this login screen. It will automatically log you in.

3) Start Connect2Doorman™ when computer starts - this option will always start up Connect2Doorman™ as soon as you login to Windows™.

Then click the "Log In" button to start using Connect2Doorman™.

❖ Automatic Updates

When Connect2Doorman™ is started it will check to see if a new version of the Connect2Doorman™ software is available for download. This checking will also be periodically done while the software is running for an extended period of time.

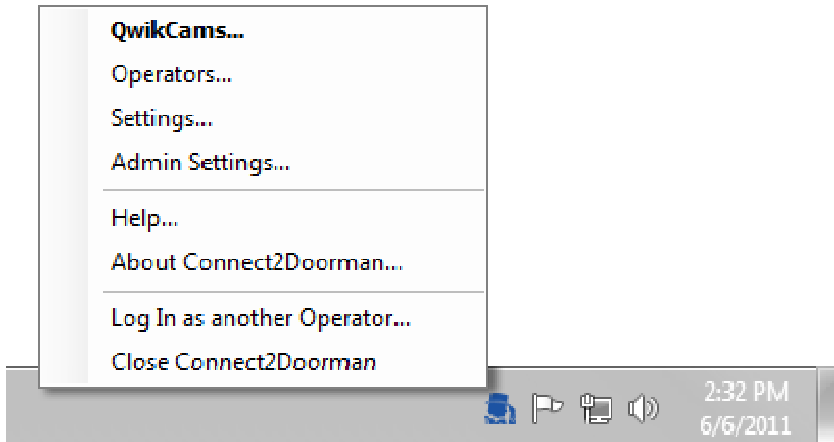
If a new version is available you will be prompted with a box asking if you would like to upgrade. Just click 'Yes' to complete the upgrade and Connect2Doorman™ will be restarted with the newest version.

❖ System Tray Icon

Once you are logged into Connect2Doorman™ you will see a small blue Connect2Doorman™ icon running in the Windows™ System Tray (near to the Windows™ Clock). Whenever Connect2Doorman™ is running you will see this icon displayed.



NOTE: if this icon ever turns Yellow, it means that you currently are not connected to the Connect2Doorman™ service either because you have lost internet service or there is another connection issue. When the icon is yellow it will periodically try to reconnect to the Connect2Doorman™ service in the background. Once the connection is reestablished the icon will turn blue again and you will be able to fully use the software again.



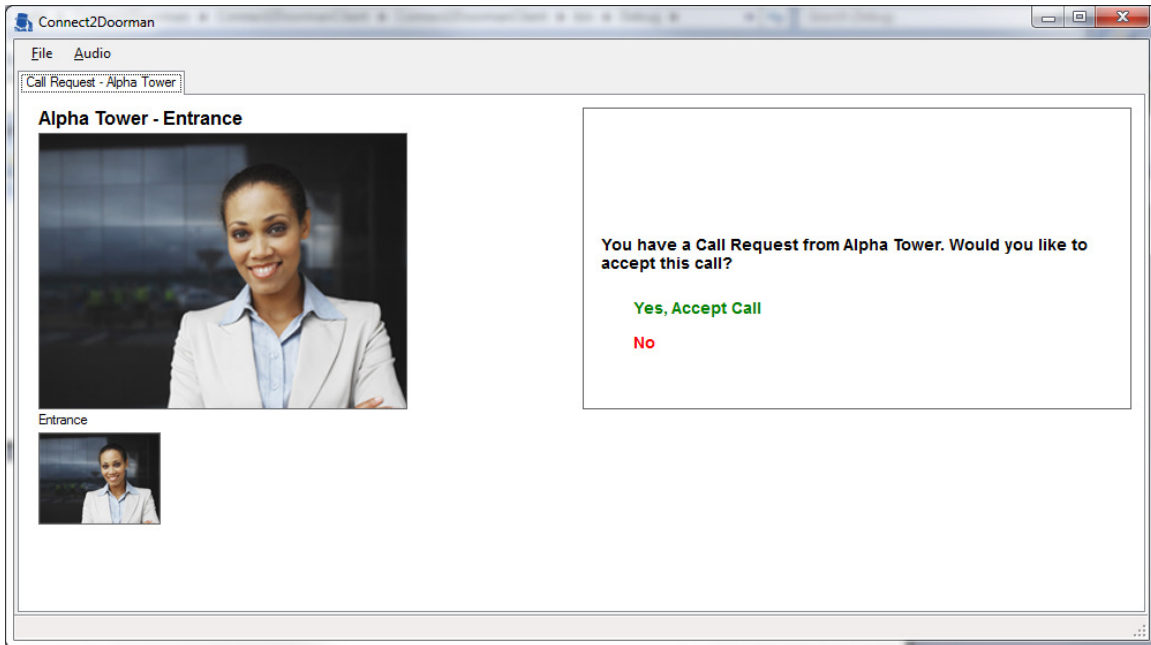
If you click the right-mouse button on the Connect2Doorman™ icon you will see a menu that shows all of your current options. If you left click on the Connect2Doorman™ icon it will open up the QwikCams screen.

The menu items are as follows:

- QwikCams - provides a simple view of multiple cameras at once.
- Operators - list your other operator's online status and allows you to call them.
- Settings - login settings and change your password.
- Admin Settings - configuration of all settings in your Connect2Doorman™ account.
- Help - online help with your Connect2Doorman™ questions.
- About Connect2Doorman™ - gives current version that you have running.
- Log In as another Operator - lets you switch the current login to connect with a different Operator Name.
- Close Connect2Doorman™ - shuts down the Connect2Doorman™ software on your computer.

❖ Call Request

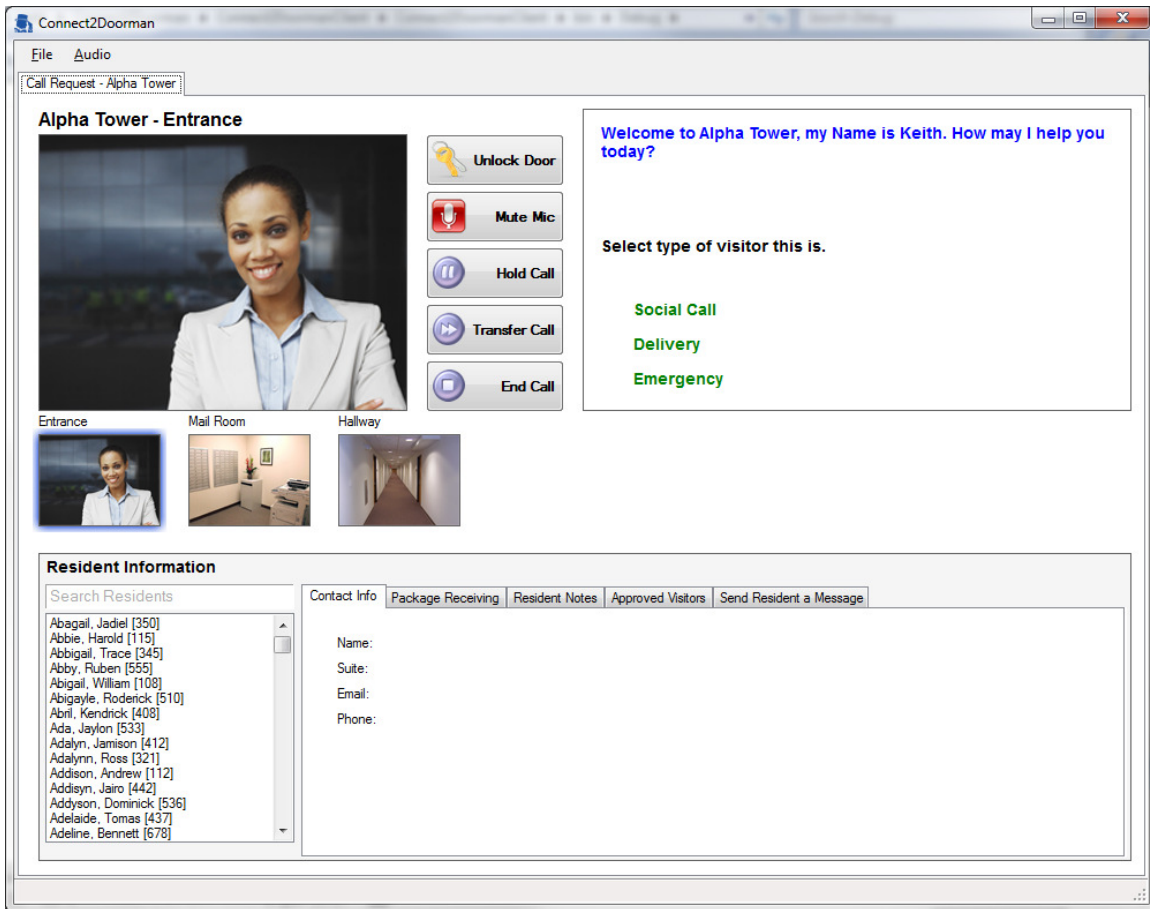
A Call Request can be made from any location that has the Connect2Doorman™ audio hardware setup. When the visitor presses the call button from an entry, the Call Request is activated and the visitor will hear a welcome message.



The Call Request will be displayed at any operator screens that are currently running the Connect2Doorman™ software for that location. When an operator receives a Call Request they will have a window that pops up on their screen that looks like the above image. It will show the live video from the location if they have a camera setup there. At this point they have two options. They can click "Yes, Accept Call" or No (or close the window) to not accept the call.



If the call is accepted, the call request will be cleared off of any other operator screen that the call request appeared on. If all operators say No or the call request is not answered by any operators in a timely fashion the call will be automatically ended and the visitor will hear a call ended message.




When the call is accepted, the operator will have audio communication with the entry station, through their USB headset and the screen will then look like the following image.



From this screen the operator has full control over all the Connect2Doorman™ hardware at that location. The screen is broken down into the following sections. Current live video in the upper left and the name of the location and entry shown above it. To the right of the video you have five different buttons for controls for that location. To the far right is the operator script. Under the live video you will see video for your current location and any other locations that you can connect to. Then at the bottom of the screen you will see the Resident Information box.

❖ Control Buttons

 Unlock Door	The Unlock Door button is used to trigger the door release at the viewed location only.
 Mute Mic	The Mute Mic button will mute your microphone, but still will allow you to hear audio from that location.

 Hold Call	The Hold Call button will put the call on hold and no audio will be heard at either location.
 Transfer Call	The Transfer Call button allows you to transfer the current call to another operator. This will display the Call Request screen on the selected operator screen.
 End Call	The End Call button will end the call on both ends. You will still be able to see the video but the audio will be disconnected.

❖ Operator Script

The Operator Script box will show the operator the recommended steps to handle a call. The operator is shown step by step what to say next and what to do depending on how the visitor answers your questions. The script is fully customizable to how you would like your operators to handle calls.

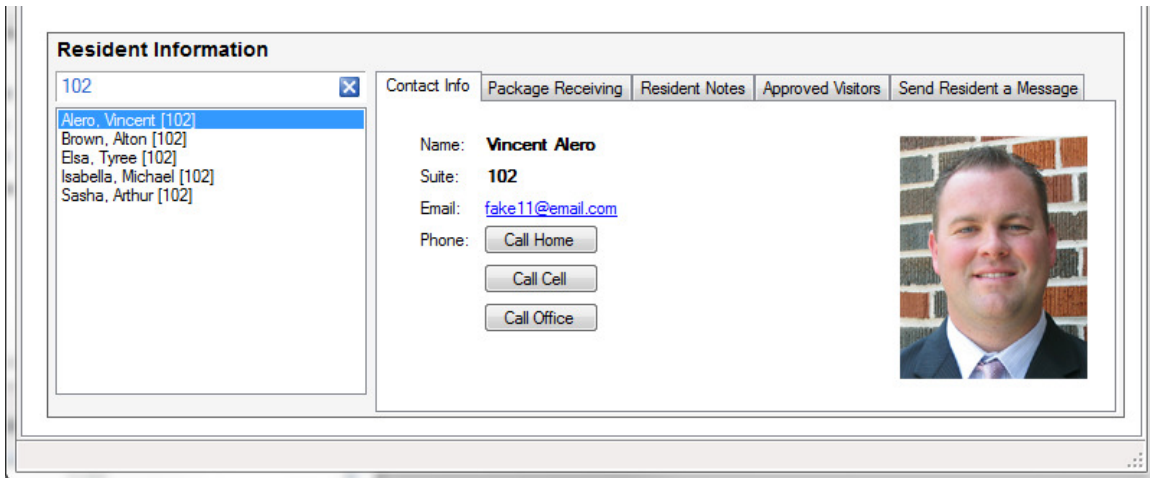
❖ Switching Call to Other Locations

Once an operator is done talking with a visitor and clicks the door release button to let them in the building and, if there are multiple cameras setup, you can follow the visitor on any other cameras you may have. For example, if you let a delivery person in the building you can watch them walk down the hallway and then into the mailroom. You can also speak with them in the mailroom, then by clicking on the mailroom thumbnail video. This will open up the audio at that location if VoIP is setup there as well.

NOTE: Once you click on another location to open up the audio it will end the call at the current location you are talking to.

❖ Resident Information

In the Resident Information box you will see a list of all of the current residents. To easily find a resident you can type in their first name, last name, or suite number in the text box above the list. Once you select a resident their contact information will be shown.



You will see their full name, suite, email address, call buttons for each contact phone number they have and a photo of the resident. If you click on the email link it will bring you to the "Send Resident a Message" tab. This allows you to quickly and easily send the resident a message.

❖ Resident Calling

On the "Contact Info" tab up to four different call buttons can be setup to contact the resident. If you click on one of the call buttons it will automatically put your current call on hold and then call the resident's phone number. This communication is all done through the Connect2Doorman™ VoIP connection. This allows you to easily switch from talking to the visitor, to talking with the resident on the same headset. Once you are done talking to the resident you can either end the call with them or put the call on hold and switch back to the visitor.

❖ Resident Package Receiving

Resident Information

102

Alero, Vincent [102]
Brown, Alton [102]
Elsa, Tyree [102]
Isabella, Michael [102]
Sasha, Arthur [102]

Contact Info | **Package Receiving** | Resident Notes | Approved Visitors | Send Resident a Message

DHL Add Delivery

DHL	Today 11:30 AM	
Dry Cleaning	Today 11:29 AM	
United Parcel Service	Today 11:29 AM	

The "Package Receiving" tab allows the operator to receive different types of deliveries for a resident. Select the type of delivery from the pull-down box and click on the "Add Delivery" button. As soon as this is done the resident will automatically be sent an email and/or text message that they have a delivery waiting for them.

❖ Resident Notes

The "Resident Notes" tab will show the operator any specific notes about the selected resident. For example, if their packages need to be put in a specific location or if they do not want to be called during certain hours. You can put any type of text you would need in the Resident Notes.

❖ Approved Visitors

The "Approved Visitors" tab will show a list of any regular visitors that the selected resident allows into the building. This list can be family members and friends, to make visitor entry a little quicker, easier, and secure.

❖ Multiple Call Tabs

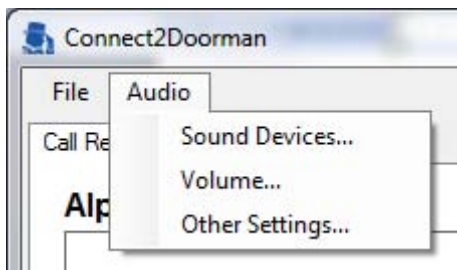
A single operator can handle multiple calls at once if needed. While an operator is on a call, if another call comes in from a different entry or even a completely different

building the call request will show up in a new tab at the top of the screen. If the operator chooses to accept the second call the first call will be placed on hold. Then when the operator wants to switch back to the first call they can click on the first tab and then click the hold button to take the call off of hold.

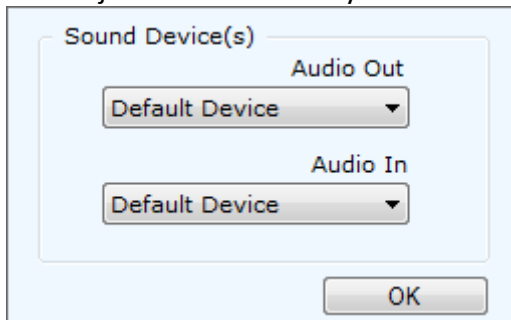
NOTE: You can only have the audio open on one call at a time. So, whenever a new call is accepted or you take a call off of hold the prior call will be put on hold.

❖ Audio Settings

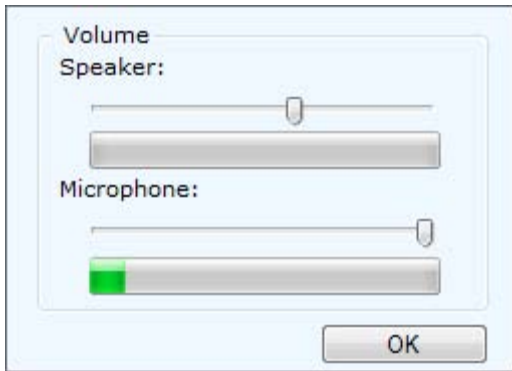
In the upper left corner of the call box you will see an Audio menu. This menu allows the operator to configure the audio settings on their PC for the best possible audio quality.



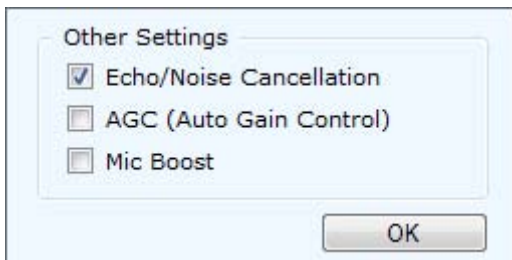
The Sound Devices allows you to select which speaker and microphone you would like to use with Connect2Doorman™. If you have multiple audio input and output devices on the PC just select the one you would like to use with Connect2Doorman™.



The Volume settings allow you to specify the volume level for the speaker and microphone selected in the Sound Devices.



The check boxes shown in Other Settings allow you to configure the audio settings to sound best in the environment you are in.

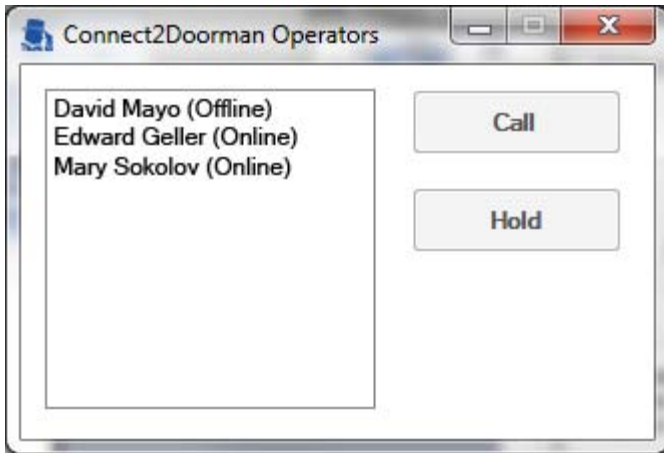


NOTE: All the Audio Settings only need to be configured once. After changing and settings click OK and the same settings will be used for all future calls.

❖ Operator to Operator Calling

Connect2Doorman™ allows the operators to have internal communication among themselves. This communication is done through the same VoIP connection that all the calls in Connect2Doorman™ uses, so there is nothing extra that needs to be setup to allow this feature.

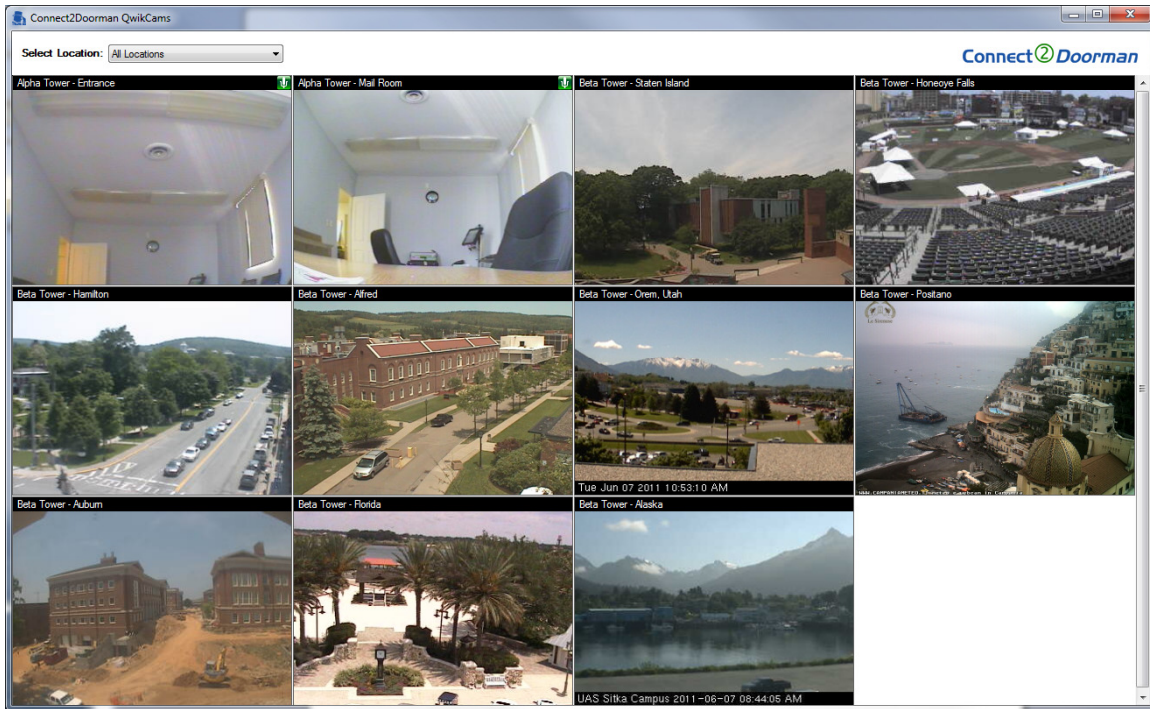
To call another operator, click the right-mouse button on the Connect2Doorman™ icon shown in the Windows™ System Tray and select where it says "Operators...". You will then see a list of all of your operators.



Next to the operators name you will see a status indicating whether they are online or offline. If you would like to talk with an operator who is online just select their name and click on the Call button. A call request message will then pop-up on that operator's screen. They have the option to accept or decline the call. If they accept the call you will then have audio communication with that operator. The call can be ended at any point by either operator by clicking the End Call button.

❖ QwikCams

The QwikCams screen allows an operator to easily view live video from multiple cameras at once. To open up the QwikCams screen you can either left click on the Connect2Doorman™ icon in the Windows™ System Tray or right-click on the icon and select "QwikCams..." in the menu.



In the QwikCams screen if you have multiple locations setup you will see a drop-down box in the upper left hand corner to select All Locations or a specific location. If you select a specific location you will only see the cameras at that location.

If you click the mouse button on any of the video boxes it will enlarge the video to 640x480. Then default video size shown is 320x240. You can shrink the size down by moving the mouse away from that video or clicking to enlarge another video box.



In the top right corner of a video box that also has audio communication setup you will see a green microphone icon. Clicking on this icon allows you to call directly to that location and open up an audio conversation.

Chapter 3 - Settings

❖ Operator Settings

To get into the operator Settings screen just right-click on the Connect2Doorman™ icon in the Windows™ System Tray (next to the Windows™ Clock) and in the menu select "Settings...".



This screen allows you to turn on and off the auto login and if Connect2Doorman™ starts up when you login to Windows™.

Auto login means that when Connect2Doorman™ is started you will not see the login screen. The software will go directly into the Windows™ System Tray and wait for call requests.

❖ Change Operator Password

From the operator Settings screen you can also change the password for the operator name you are currently logged in as. Click the "Change Password" button, then enter in

the "Current Password", and the new one you would like to setup and confirm the password. Then click the "Update Password" button to apply the change.

❖ Admin Settings

The Admin Settings in Connect2Doorman™ allows you to control all of the account settings. You can update billing info, add/remove operators, add new buildings, update apartments and resident info. Only an operator who has been setup with admin access can get into the Admin Settings. There are one of two ways to get into the Admin Settings.

- 1) If you are logged into Connect2Doorman™ with an operator name who has admin access you can right-click on the Connect2Doorman™ icon in the Windows™ System Tray and select "Admin Settings".
- 2) Go to Connect2Doorman™.com and login with the operator name and password for your admin username.

Administration



Company & Subscription Information - This page shows you basic company information like name, address, city and company logo. This page also allows you to update your credit card billing information used to bill you for the Connect2Doorman™ service.

My Operators - This page lets you add and remove operators from your Connect2Doorman™ account. It also allows you to edit their settings like name, email, and if they have admin access.

My Buildings - This page lets you add new buildings to be used with Connect2Doorman™ or edit existing buildings. In buildings you can edit wave files used for playing audio at the entry panels to greet and give instructions to visitors. It allows you to add/remove entry panels in a building.

My Apartments & Residents - This page allows you to add/remove apartments and the residents in those apartments. For each resident you can upload a photo of them and change all of their contact information and notes.

Administrative Reports - This page gives you reports to see what type of activity you have going on at your different buildings.

Chapter 4 - Appendices

❖ Appendix A - Port Forwarding for Video IP box

To be able to access cameras over the internet from outside of a building's local network you will need to setup port forwarding for each Video IP box in the buildings router/firewall hardware. By default, the router/firewall hardware will block all camera access to the internet. Port forwarding allows you to setup a local address and port number for each camera to be able to view it from the internet. Each Video IP box will have its own specific port number pre configured on it.

To setup port forwarding you will need to know the address and password of the router/firewall device setup to share the internet connection. All devices are configured a little differently but they basically all work the same way. First go into a web browser on a machine that is inside the network. Then enter in the IP address of the router. The IP address of the router is normally the first address. For example, if all the IP's on the network start with 192.168.1 then the address of the router is normally 192.168.1.1.

Once you enter in the address of the router you will see a login screen. Enter in the password (and sometimes username) to get into the settings. In the settings you should see a port forwarding area (sometimes it may be labeled as applications & gaming).

In the port forwarding settings you will see fields where you can enter in a local port number and IP address for the Video IP box. If it asks what type of Protocol select TCP.

The port numbers will be provided to you by Alpha Communications® when you are shipped all of the hardware for Connect2Doorman™ and you will be given instructions that tells you how to lookup the local IP address of the Video IP Box.